

What Is Claimed Is:

1 1. A method for evaluating a concern, the
2 method comprising:

3 receiving the concern related to a subject
4 matter;

5 capturing at least one digital image of the
6 subject matter; and

7 deciding how to address the concern based on
8 a review of the at least one digital image.

1 2. The method of claim 1 wherein the
2 subject matter of the concern relates to a
3 manufacturing defect in a product.

1 3. The method of claim 1 further
2 comprising acquiring a concern identification indicia
3 which is indicative of the subject matter of the
4 concern.

1 4. The method of claim 1 further
2 comprising watermarking the concern identification
3 indicia onto the at least one digital image.

1 5. The method of claim 1 wherein receiving
2 a concern further comprises entering data regarding
3 the concern into a computer.

1 6. The method of claim 5 wherein entering
2 data further comprises entering data into a
3 computerized concern form.

1 7. The method of claim 6 further
2 comprising associating at least one digital image with
3 the computerized concern form.

1 8. The method of claim 1 wherein capturing
2 further comprises transferring the at least one
3 digital image from a digital camera to a computer.

1 9. The method of claim 1 further
2 comprising transmitting the at least one digital image
3 over a communication network to a remote location for
4 approving a correction of the concern.

1 10. A method for processing a customer
2 concern, the method comprising:
3 receiving the customer concern related to a
4 product;
5 capturing at least one digital image of the
6 product;
7 sending the at least one digital image of
8 the product to a reviewer;
9 viewing the at least one digital image;
10 determining how to address the customer
11 concern for the product; and

12 submitting one of an approval and a
13 rejection for the customer concern for the product.

1 11. The method of claim 10 wherein the
2 customer concern is regarding a manufacturing defect
3 in a product.

1 12. The method of claim 10 further
2 comprising acquiring a concern identification indicia
3 which is indicative of the product.

1 13. The method of claim 10 further
2 comprising watermarking the concern identification
3 indicia onto the at least one digital image.

1 14. The method of claim 10 wherein
2 receiving a customer concern further comprises
3 entering data regarding the customer concern into a
4 computer.

1 15. The method of claim 14 wherein entering
2 data further comprises entering data into a
3 computerized concern form.

1 16. The method of claim 15 further
2 comprising associating at least one digital image with
3 the computerized concern form.

1 17. The method of claim 10 wherein
2 capturing further comprises transferring the at least
3 one digital image from a digital camera to a computer.

1 18. The method of claim 10 further
2 comprising transmitting the at least one digital image
3 over a communication network to a remote location for
4 viewing by the reviewer.